

How to use CitySend

CitySend is a free, simple, and intuitive online and smart phone application that enables the residents of City of Longview to identify quality of life and environmental issues and report them to the appropriate department for quick resolution. Powered by CitySourced technology, the application uses your smart phone's global positioning system to automatically provide the issue's location, simplifying the reporting process for both you and City staff. Once you have submitted an issue, you track resolution efforts within CitySend or via the web. CitySend is free to download and use.

Basic Step-by-Step Instructions:

1. Launch the app on your mobile phone
2. Click report an issue on the home screen
3. Snap a picture, video or sound clip
4. Click the "use / attach / escape" button depending on your phone
5. Select an issue category
6. Writing a detail is optional, but any extra info helps!
7. Select submit

Tips for Using CitySend:

- Stay safe; don't attempt to use CitySourced (or any app for that matter) while driving.
- Be sure that the GPS feature on your device is turned on. Also, the app works much better outdoors than it does indoors.
- The mobile app works much better outdoors than it does indoors. This is especially true of Blackberries which rely heavily on satellite communications.
- Most data plans allow for unlimited photos and incident submissions; check your plan.
- Try to provide additional comments such as streets, cross-streets, or landmarks.
- Avoid zooming in too far when taking the photograph. Try to include any identifying or distinguishing objects that are nearby.
- Please do not submit duplicate requests with multiple photos. Submit the single best photo or ticket representing the issue and include comments for multiple tags.

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